

# 2012 Military Health System CONFERENCE



## Recapturing Network Prescriptions: Implementing Emergency Department (ED) Discharge Pharmacy

The MHS: Healthcare to Health

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30 January 2012



633d Medical Group  
Joint Base Langley-Eustis



## Recapturing Network Prescriptions: Implementing ED Discharge Pharmacy

- Objective:
  - Offer quick, convenient, cost-saving pharmacy option to 633d Medical Group after-hours ED patrons
- Background:
  - Expanded to 24-hr Inpatient Pharmacy Ops (Jun '10)
  - PickPoint® dispensing cabinet offered cumbersome and often unreliable process with limited formulary
  - 100% after hours ED RXs (~2,000/month) filled at network pharmacies prior September '10
  - DoD savings of \$44/RX vs network pharmacies



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- Methods:
  - Create ED discharge pharmacy site in CHCS
  - Built 160-med acute medication formulary
    - Pre-packed medications chosen for safety/efficiency
  - Provided support for staff
    - Trained ED staff on proper procedures
    - Provided typed formulary for reference
  - Determined how to process/dispense prescriptions
    - Entered RXs auto-printed every 30 minutes
    - Patient waiting area identified
    - 30-minute goal for delivery of ED discharge meds
    - Remote computer-based sign-in for patients to check-in

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- Methods (cont'd):
  - Capture patient satisfaction
    - Distributed surveys at two separate time intervals
      - Initial (Aug '10); follow-up (Aug '11)
- Conclusions:
  - 72% increase in ED patron pharmacy access
  - \$1.06 million annual cost avoidance
  - Increased patient safety
    - 100% RXs screened in CHCS for potential drug allergies/interactions
  - Patient satisfaction survey results (highest scores)
    - Convenience/reduced out of pocket expenses